

MobilityPLUS Application

MobilityPLUS operates within the urban areas of the Region of Waterloo. It provides transit service to customers who have a disability that impacts their ability to travel on GRT buses or ION trains. Please note that MobilityPLUS is only available to people who are eligible and registered.

Once we receive this application, as well as the Health/Disability Professional Form, we will begin to review the information provided to determine eligibility. Complete applications will be reviewed within 14 calendar days from the day they are received.

Submission

Online submission of this application is encouraged. Fill it out at grt.ca/applyMP.

This form may also be submitted:

1. In-person: paper copies can be dropped off at GRT Customer Service Centres at Ainslie Street Terminal, 35 Ainslie St. S., Cambridge, or 105 King St. E., Kitchener or the Transit Operations Centre at 250 Strasburg Rd., Kitchener.
2. By mail: for information about where to mail paper copies, call 519-585-7597 ext. 7345.

Please fill out this application if you live in Kitchener, Waterloo or Cambridge.

(If you live in the Townships of Woolwich, Wellesley, Wilmot and North Dumfries **do not** fill out this form. Instead, call 519-585-7555 or visit the Township services page of our website for more information).

This application contains the following sections:

1. Information about MobilityPLUS.
2. Information about this application (including information about your privacy rights).
3. Applicant information (this is the section that you or your representative will fill out).
4. Health/Disability Professional Form (this is the section that your health/disability professional will fill out). This form is available at grt.ca/MPhealth.

Helpful definitions

- **Conventional transit (regular GRT buses and ION trains):** Fixed-route service on buses and trains.
- **Specialized transit:** Pre-arranged door-to-door MobilityPLUS service. Note that those people registered must be at least 12 years old to travel unaccompanied.
- **Disability:** A physical, sensory, mental, cognitive and/or medical condition that affects your day-to-day activities.

1. Information about MobilityPLUS

GRT provides specialized transit for people who are unable to use conventional transit (i.e. the regular buses or ION trains). This specialized service is called MobilityPLUS. This application will help us to understand if and why you need MobilityPLUS service.

GRT encourages the use of conventional transit buses / ION trains whenever and wherever possible. Each GRT bus is low-floor and wheelchair accessible, equipped with a kneeling feature to lower the bus to curb level, a ramp to ease access, and no interior steps between the front and rear doors. All ION stations and trains are also wheelchair accessible. In addition, all conventional GRT buses and ION trains have priority seating for customers with disabilities.

Appeal process

GRT is obligated to assess all applicants and determine the correct category of eligibility based on individual abilities. GRT strives to provide a fair and objective eligibility process resulting in the best level of service for you. However, should you disagree with the eligibility decision, you may wish to request an independent appeal to have the decision reviewed. Additional information on the appeal process, as well as required forms, can be obtained by calling GRT Customer Service at 519-585-7555.

Eligibility

GRT specialized services offers three categories of eligibility:

- **Unconditional** - A person with a disability that prevents them from using conventional transit.
- **Conditional** - A person with a disability where environmental or physical barriers limit their ability to consistently use conventional transit. An applicant who qualifies for conditional service may be able to use conventional transit for all or part of their trip but may also qualify for specialized transit under specific circumstances for some or all of their trip.
- **Temporary** - A person with a temporary disability that prevents them from using conventional transit. An applicant who qualifies for temporary service requires specialized transit for a defined period of time.

Eligibility is considered on an individual, case-by-case basis. Eligibility is **not** based on:

- presence of a particular disability type or diagnosis
- income level
- availability of conventional transit in your area
- distance of local transit stops from your residence
- age, gender, race or other such factors
- eligibility of other customers whose disability may appear similar to yours

Rather, eligibility is assessed based on your functional ability to take different types of transit which may already be available to you.

This application process is designed to reveal what barriers are preventing you from taking conventional transit some or all of the time. Functional limitations related to transit abilities could include physical, cognitive, sensory, mental health, medical or other.

Persons are ineligible if they do not have a disability, or their disability does not prevent them from taking conventional transit some or all of the time or through assessment by the Region determine that you do not meet requirements (at its sole discretion).

Assessment

As part of the application process, GRT **may** request that you come in for an assessment. This is only for situations where it is unclear to us, based on the information you provide on this application, whether or not you are eligible for MobilityPLUS services.

If we require additional assessment, we will contact you to let you know. During the assessment you will meet with a regulated health professional who will assess and discuss the functional limitations you identified on your application. The assessment will take between 20 and 60 minutes. The information from both the assessment and your application will be reviewed to determine your eligibility.

Emergency temporary eligibility

If you have experienced an **unforeseen event** that has suddenly impacted your ability to travel on conventional transit due to a disability, you may qualify for emergency temporary eligibility. Emergency eligibility is for individuals who would typically qualify for service but, due to their unforeseen sudden event, are unable to wait the 14-day period for the application to be processed.

Emergency temporary eligibility is granted for 60 days. During the 60 days, you will be given full access to MobilityPLUS services. Within the 60 days you will need to submit a completed application. After the 60-day emergency service period is over, your eligibility will be assessed based on your application.

Receiving emergency 60-day temporary service does not guarantee future eligibility.

Examples of circumstances that would qualify for emergency 60-day service include:

- A sudden injury, such as a broken leg, where you are required to attend follow up appointments and are unable to use conventional transit to do so
- You experience sudden blindness or vision loss
- Or other conditions approved by the Region

Applicants who would not qualify for emergency 60-day services include:

- If you had a scheduled and planned surgery
- If you are currently remaining in hospital
- Or other variables determined by the Region, acting reasonably

If you require emergency 60-day temporary service please call: 519-585-7597 ext. 7345.

2. Information about this application

Required fields are marked with asterisks (*)

This application has two parts:

1. You (or your representative) will complete and submit the "Applicant information" section.
2. Your Health/Disability Professional will complete the "Health/Disability Professional" form. The completed Health/Disability Professional form can be submitted with this application, or submitted separately.

The Health/Disability Professional can **complete and submit the form online** or you can **print a paper copy of the form** and give it to them to fill out.

Personal information and privacy

All personal information collected on this application and any supporting documentation is collected under the authority of the Municipal Act, 2001, and in accordance with the Municipal Freedom of Information and Protection of Privacy Act and is used solely for the purpose of determining eligibility for MobilityPLUS services.

The application and supporting documentation will be reviewed by GRT and its authorized agents/representatives for the purposes of determining MobilityPLUS eligibility and/or service delivery options for MobilityPLUS.

Any questions about this collection should be directed to:

Manager, Marketing, Communications and Customer Service
250 Strasburg Rd.
Kitchener ON N2E 3M6
519-585-7555
Deaf and Hard of Hearing (TTY): 519-575-4608

Who is filling out this application?*

- The Applicant (the person who will be using MobilityPLUS services) If selected, please skip to the following section: Applicant Information (page 7).
- A Representative (a person who is filling out this application on behalf of the person who is applying to MobilityPLUS, e.g. a spouse or child; NOT your Health/Disability Professional)

Authorize a representative

Required fields are marked with asterisks (*)

The applicant has provided direct consent to disclosure of the information herein and allows representative as below to complete the application on their behalf.

Representative's first name:* _____

Representative's last name:* _____

Relationship to applicant:* _____

Unit/ Apt number: _____

Street number:* _____

Street name:* _____

City:* _____

Postal code (e.g. A1A 1A1):* _____

Phone number (ex 999-999-9999):* _____

Alternate phone number (ex 999-999-9999): _____

Email address: _____

Where should mail be directed?*

- Representative's address
- Applicant's address

Release of Information Consent if Using a Representative

I/we hereby certify that the information provided is accurate and complete to the best of my knowledge. I/We allow GRT to contact any health/disability professional or family member named within to obtain further information as required to determine eligibility status. Upon successful registration, I/we allow GRT to contact individuals named within to assist with operational concerns, should they arise.

Signature:* _____

Date:* _____

3. Applicant information

Required fields are marked with asterisks (*)

This section of the application must be filled out by the applicant or their representative. Please read this section and answer all questions to the best of your ability.

Contact information

Applicant's first name:* _____

Applicant's last name:* _____

Unit/ Apt number: _____

Street number:* _____

Street name:* _____

City:* _____

Postal code (e.g. A1A 1A1):* _____

Phone number (ex 999-999-9999):* _____

Alternate phone number (ex 999-999-9999): _____

Email address: _____

Applicants date of birth (DD/MM/YYYY):* _____

Long term care facility name (if applicable): _____

Emergency contact

Who should we contact in the event of an emergency?

Name:* _____

Relationship to the applicant:* _____

Phone number (ex 999-999-9999):* _____

Services

Required fields are marked with asterisks (*)

This application form is for MobilityPLUS door-to-door specialized transit services. If eligible for MobilityPLUS you will also be eligible for TaxiSCRIP and Travel Training.

TaxiSCRIP program allows customers to purchase a booklet of taxi coupons which represent cash value at a discounted rate. The cash value is \$60; however, MobilityPLUS customers can purchase the booklet for \$30.

Travel Training provides free one-on-one training for customers who would like to learn to use conventional transit. Training can be provided in multiple sessions and includes an overview of the accessible features on conventional transit. **Please note** that travel training is available to all GRT customers, regardless of MobilityPLUS eligibility. If you are only looking for Travel Training services, please call 519-585-7555.

Which services are you interested in? Please check all that apply.*

- MobilityPLUS door-to-door transportation services
- TaxiSCRIP program
- Travel Training
- Other

Travel in the Community

1. Have you ever used MobilityPLUS before?*

- Yes
- No

2. Do you currently use any of the following (check all that apply)?*

- Conventional GRT buses
- ION trains
- GO or VIA Rail trains
- Taxis
- Ridesharing service (e.g. Uber)
- None of the above

3. How do you typically travel around the community?*

- Drive
- Have someone else drive me
- Taxis
- Conventional Buses/ION trains
- Ridesharing services (e.g. Uber)
- I don't currently travel in the community
- Other

Disability information

Required fields are marked with asterisks (*)

This section is about the disability or disabilities that affect your ability to travel on **conventional GRT buses and ION trains**.

- **Physical** - Disabilities that affect your physical abilities such as walking, moving, standing, sitting, grabbing etc. for example, cerebral palsy or multiple sclerosis.
- **Sensory** - Disabilities that affect the senses, for example low-vision or hearing loss.
- **Mental Health** - Disabilities that affect mood and/or behaviour, for example depression, anxiety or bipolar disorder.
- **Cognitive** - Disabilities that affect how you think or understand information, for example down syndrome or dementia.
- **Medical** - Medical conditions that may affect your ability to take transit, for example kidney failure or epilepsy.
- **Other** - Any other disability(s) that you have that affects your ability to take public transit

4. What type of disability(s) affects your ability to travel? Check all that apply.*

- Physical
- Sensory
- Mental Health
- Cognitive
- Medical
- Other

How does the disability(s) selected above affect your ability to travel on buses and trains?*

5. Is your disability temporary?*

- No, my disability will stay the same or could get worse
- Yes, my disability is temporary (I think that my condition might improve or go away in the future)

If yes, What is your expected recovery time?*

If yes, How do you expect that you will travel in the community once your disability improves?*

Do you use any assistive devices when you travel, either regularly or occasionally?*

- Yes
- No (Skip to question 7)

Assistive devices

Required fields are marked with asterisks (*)

Please tell us about any assistive devices you use when you travel.

6. What assistive device do you use? Please check all that apply.*

- Manual Wheelchair
 - Does your manual wheelchair fold?
 - Yes
 - No
- Power Wheelchair
- Mobility Scooter
 - Can you independently transfer from your mobility scooter to a bus seat?
 - Yes
 - No
- Cane/Crutches
 - Do you use a walking cane or crutches for mobility and stability?
 - Cane
 - Crutches

- White cane / Indicator stick for low vision or blindness
- Walker/Rollator
 - Does your walker/rollator fold?
 - Yes
 - No
- Transportation Stroller (CSA Standard z604-95 approved transportation stroller)
- Portable Oxygen
 - When do you require oxygen?
 - Sometimes
 - All the time
 - Will you be using portable oxygen while travelling on MobilityPLUS?
 - Yes
 - No
 - Sometimes
- Service Animal (These are animals that are trained to perform specific tasks for people with disabilities, for example a Service Dog)
 - What species/breed is your service animal/emotional support animal?

 - Documentation from an acceptable regulated health professional **may be** requested. Not all service animals/emotional support animals may be accommodated unless special arrangements are made.
- Emotional Support Animal (ESA) (These are animals that provide comfort and security, but have not been specifically trained to perform tasks.)
 - What species/breed is your service animal/emotional support animal?

 - Documentation from an acceptable regulated health professional **may be** requested. Not all service animals/emotional support animals may be accommodated unless special arrangements are made.
- Other
 - If you use any other assistive devices, please list and describe them here:

Does the combined weight of the person and the mobility device exceed 750lbs (360kg)?*

- Yes
- No

Travel abilities

Required fields are marked with asterisks (*)

7. On your own, or using an assistive device, how far can you walk or roll? (For example, 2 city blocks)* _____

8. Can you cross the street without difficulty? For example, physical stamina, understanding crosswalk signals and traffic lights?*

- Yes
- No
- Sometimes

If no or sometimes, please explain why not:

9. Can you transfer between transit vehicles and modes (for example, going from the bus to the ION train)?*

- Yes
- No
- Sometimes

If no or sometimes, please explain why not:

10. Can you get to the GRT bus stop or ION stop that is closest to your house?*

- Yes
- No
- Sometimes

If no or sometimes, please explain why not:

11. Can you independently understand and recognize your stop in order to know when to get on or off a bus/train?*

- Yes
- No
- Sometimes

If no or sometimes, please explain why not:

12. Can you recognize and understand how to navigate your route, i.e. directional abilities, ability to detect/locate transit routes, destination stops and familiarize yourself with landmarks?*

- Yes
- No
- Sometimes

If no or sometimes, what prevents you from navigating your route?

13. In the event of an emergency can you understand and follow instructions given?*

- Yes
- No

If no, please explain why not:

14. Can you present a fare, take a transfer, tap a pass and show proof of payment upon request?*

- Yes
- No

If no, please explain why not:

15. Please confirm that you are safe to take conventional transit (i.e. you do not pose a safety risk to yourself or others)*

- Yes, I am safe to take conventional transit
- Sometimes I pose a safety risk to myself or others
- No, I pose a safety risk to myself or others

If no or sometimes, please explain why you pose a safety risk to yourself or others:

16. Can you seek help or assistance while traveling if you need to?*

- Yes
- No

If no, please explain why not:

17. Have you ever been told by family or a health/disability professional that you shouldn't be traveling alone or taking public transit?*

- Yes
- No

If yes, please explain why:

18. Has a health/disability professional recommended any restrictions or requirements for traveling alone or with an assistive device?*

- Yes
- No

If yes, please explain why:

Assistance and supervision

Required fields are marked with asterisks (*)

GRT recognizes that different customers need different levels of assistance or support when they travel. If your health/disability professional has made travel recommendations or you require more assistance or support than can be offered by GRT operators and staff, then it is your responsibility to bring a support person when you travel.

GRT offers a Transit Support Person Program that allows persons with disabilities to bring a support person with them free of charge on conventional and specialized transit.

The following questions will help us determine whether or not you are eligible for the Transit Support Person Program. If you require a support person to travel with you due to your disability or recommended by a health/disability professional, our Customer Service team will include further information about the Transit Support Person Program.

19. Can you travel on conventional or specialized transit alone (i.e. without a support person)?*

- Yes
- No
- Sometimes

If no or sometimes, please explain why you can't travel alone:

20. Can you be left alone unsupervised at the door of your destination?*

- Yes
- No

If no, please explain why not:

21. Can you remain unsupervised on board a vehicle for one hour?*

- Yes
- No

If no, please explain why not:

Please note that in some rare cases, GRT MobilityPLUS or a health/disability professional might determine that you require a mandatory support person to travel. This is a rare situation but might happen if we are concerned about your safety or the safety of others. If GRT staff believe that you require a mandatory support person, they will contact you or your representative to discuss it.

Other considerations

Required fields are marked with asterisks (*)

22. Do you attend an Adult Day Program?*

- Yes
- No

If yes, what is the name of the Adult Day Program:

If you attend an Adult Day Program, do you plan to use MobilityPLUS for trips OTHER than to and from the Day Program?

- Yes
- No (I only need MobilityPLUS to get to and from my Day Program)

23. Do you find it more difficult to take conventional transit in the winter?*

- Yes
- No

If yes, please explain why:

24. Do you find it more difficult to take conventional transit in the summer?*

- Yes
- No

If yes, please explain why:

25. Do you experience barriers to conventional transit when there are large crowds (for example during rush hour)?*

- Yes
- No
- Sometimes

If yes or sometimes, please explain why you have difficulty in large crowds:

26. Are you receiving life-sustaining treatment (dialysis, chemo, etc.) or have other serious condition(s) that GRT should know about that impacts your ability to take conventional transit?*

- Yes
- No

If yes, how often do you go to treatment? _____

How does the treatment or condition(s) affect your ability to take conventional transit?

If you attend a treatment, can you take conventional transit for trips OTHER than to and from treatment?

- Yes
- No

If no, please explain why not:

27. Do you have a difficult time in situations where there is a lot of sensory stimulation (i.e. lots of noise, lights, activity etc.)?*

- Yes
- No

If yes, please explain why:

4. Health/Disability Professional Form

Required fields are marked with asterisks (*)

The second part of this application must be completed by a health/disability professional.

Online submission of this application is encouraged. Fill it out at grt.ca/MPHhealth.

This form may also be submitted:

1. In-person: paper copies can be dropped off at GRT Customer Service Centres at Ainslie Street Terminal, 35 Ainslie St. S., Cambridge, or 105 King St. E., Kitchener or the Transit Operations Centre at 250 Strasburg Rd., Kitchener.
2. By mail: for information about where to mail paper copies, call 519-585-7597 ext. 7345.

This form may also be scanned, uploaded and submitted with the MobilityPLUS Application as it is completed online at grt.ca/applyMP.

Did you attach a copy of the completed health/disability professional form here?*

- Yes
- No, the health/disability professional will submit it online or I will send it separately

Authorization for release of information

I/we hereby certify that the information provided is accurate and complete to the best of my knowledge. I/We allow GRT to contact any health/disability professional or family member named within to obtain further information as required to determine eligibility status. Upon successful registration, I/we allow GRT to contact individuals named within to assist with operational concerns, should they arise.

Signature:*

Date:*
